

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method comprising:

defining by a service delivery framework provider, a plurality of features of a service to be performed by one or more vendors separate and distinct from the service delivery framework provider and from each other, each feature having one or more concepts;

accepting by the service delivery framework provider, a first and a second user interface definition defining a first and a second user interface displayable to a client device from a first and a second vendor equipped and available to provide the service, the first and second user interfaces including first and second indicia, the indicia also displayable to the client device, correspondingly identifying a solution provided in response to a request for the service as being provided by the first or the second vendor, respectively;

receiving by the service delivery framework provider, from ~~a~~ the client device, a request for the service expressed in terms of selected one(s) of the one or more concepts of selected one(s) of the one or more features of the service;

routing by the service delivery framework provider, the received request for the service to the first vendor;

receiving by the service delivery framework provider, a solution to the request for the service from the first service vendor; and

returning by the service delivery framework provider, the solution to the service request to the client device, employing the displayable first user interface having the displayable first indicia identifying the solution as being provided by the first vendor.

2. (Currently Amended) The method of claim 1, wherein at least the first user interface definition further ~~identifying~~ identifies one or more icons, buttons, or menus.

3. (Original) The method of claim 1, where said defining of the features comprises identifying resources of the features.
4. (Original) The method of claim 3, wherein said identifying of resources comprises identifying one or more images, HTML pages, or style sheets.
5. (Previously Presented) The method of claim 3, wherein said identifying of resources comprises identifying data items of databases on a service requesting client device to be updated.
6. (Currently Amended) The method of claim 1, wherein said associating of the plurality of features with at least the displayable first user interface comprises jointly expressing the at least first displayable user interface definition and the features in terms of XML statements.
- 7.-18. Cancelled without prejudice.
19. (Currently Amended) The method of claim 1, wherein the method further comprises:
receiving by the service delivery framework provider, from another client device, another request for the service expressed in terms of selected one(s) of the one or more concepts of selected one(s) of the one or more features of the service;
routing by the service delivery framework provider, the received another request for the service to the second vendor;
receiving another solution to the request for the service from the second service vendor;
and
returning the solution to the service request from the second service vendor to the client device, employing the displayable second user interface having the displayable second indicia identifying the solution as being provided by the second vendor.
20. (Currently Amended) The method of claim 1, wherein the indicia ~~is~~are textual or graphical, or both.

21. (Currently Amended) An apparatus comprising:

storage medium having stored therein a plurality of features of a service and a plurality of programming instructions, the features being defined by a service delivery framework provider and to have one or more concepts, the service to be provided by one or more vendors separate and distinct from the service delivery framework provider and from each other, and the programming instructions designed to enable the apparatus to operate as a service delivery framework, including:

accepting a first and a second user interface definition defining a first and a second user interface displayable to a client device from a first and a second vendors equipped and available to provide the service, the displayable first and second user interfaces including first and second indicia, the indicia also displayable to the client device, correspondingly identifying a solution provided in response to a request for the service as being provided by the first or the second vendor, respectively,

receiving from ~~a~~ the client device, a request for the service expressed in terms of selected one(s) of the one or more concepts of selected one(s) of the one or more features of the service,

routing the received request for the service to the first vendor,

receiving a solution to the request for the service from the first service vendor, and

returning the solution to the service request to the client device, employing the

displayable first user interface having the displayable first indicia identifying the solution as being provided by the first vendor; and

at least one processor coupled to the storage medium to execute the programming instructions.

22. (Currently Amended) The apparatus of claim 21, wherein the programming instructions are further designed to enable the apparatus to further operate as a service delivery framework that includes

receiving from another client device, another request for the service expressed in terms of selected one(s) of the one or more concepts of selected one(s) of the one or more features of the service;

routing the received another request for the service to the second vendor;

receiving another solution to the request for the service from the second service vendor;
and

returning the solution to the service request from the second service vendor to the client device, employing the displayable second user interface having the displayable second indicia identifying the solution as being provided by the second vendor.

23. (Currently Amended) The apparatus of claim 21, wherein the indicia ~~is~~ are textual or graphical, or both.

24. (Currently Amended) An article of manufacture comprising:
storage medium; and

a plurality of programming instructions designed to program an apparatus enable the apparatus to operate as a service delivery framework for a service delivery framework provider, including enabling the apparatus to:

accept from the service delivery framework provider, a plurality of features of a service, each feature having one or more concepts,

accept from a first and a second vendors equipped and available to provide the service,

a first and a second user interface definition defining a first and a second user

interface displayable to a client device, the first and second vendors being separate

and distinct from the service delivery framework provider and from each other, and

the displayable first and second user interfaces including first and second indicia,

the indicia also displayable to the client device, correspondingly identifying a

solution provided in response to a request for the service as being provided by the

first or the second vendor, respectively,

receive from ~~a~~ the client device, a request for the service expressed in terms of selected

one(s) of the one or more concepts of selected one(s) of the one or more features of

the service,

route the received request for the service to the first vendor,

receive a solution to the request for the service from the first service vendor, and

return the solution to the service request to the client device, employing the displayable first user interface having the displayable first indicia identifying the solution as being provided by the first vendor.

25. (Currently Amended) The article of claim 24, wherein the programming instructions are further designed to enable the apparatus to further operate as a service delivery framework, including enabling the apparatus to

receive from another client device, another request for the service expressed in terms of selected one(s) of the one or more concepts of selected one(s) of the one or more features of the service;

route the received another request for the service to the second vendor;

receive another solution to the request for the service from the second service vendor; and

return the solution to the service request from the second service vendor to the client

device, employing the displayable second user interface having the displayable second indicia identifying the solution as being provided by the second vendor.

26. (Currently Amended) The method of claim 24, wherein the indicia ~~is~~are textual or graphical, or both.